

*DELAWARE EMERGENCY MEDICAL SERVICES OVERSIGHT  
COUNCIL*

*MEETING MINUTES*

**September 19, 2018**

*The meeting was called to order by Chairman Robert Stuart, Delaware State Fire School, Classroom 5 in Dover. Those in attendance were as follows:*

**Council Members**

<i>Robert Coupe</i>	<i>Dept. of Safety &amp; Homeland Security</i>
<i>Jason Baxley</i>	<i>DSP Aviation</i>
<i>Chris Rogan</i>	<i>ACEP (Alt.)</i>
<i>Glenn Luedtke</i>	<i>Sussex County Member at Large</i>
<i>Larry Tan</i>	<i>New Castle County EMS</i>
<i>Alan Robinson</i>	<i>Fire Prevention Commission</i>
<i>Maria Carmen Diaz</i>	<i>EMSC</i>
<i>Ross Megargel</i>	<i>State EMS Medical Director</i>
<i>Bruce Nisbet</i>	<i>Medical Society of Delaware</i>
<i>Romain Alexander</i>	<i>Governor's Office</i>
<i>Karyl Rattay</i>	<i>DHSS</i>
<i>Dana Bowerson</i>	<i>Practicing Paramedic</i>
<i>Bill Betts</i>	<i>DVFA</i>
<i>Mike McMichael</i>	<i>DVFA Ambulance Committee</i>
<i>Wayne Smith</i>	<i>DE Healthcare Association</i>

**Council Staff**

<i>Diane Hainsworth</i>	<i>OEMS</i>
<i>Jacki Poore</i>	<i>OEMS</i>

**Guests in Attendance**

<i>Matthew Pragg</i>	<i>DSP</i>
<i>Britany Huss</i>	<i>OEMS</i>
<i>Brent Waninger</i>	<i>OEMS</i>
<i>Jeffrey Cox</i>	<i>SCEMS</i>
<i>Warren Jones</i>	<i>DVFA</i>
<i>Chris Klein</i>	<i>DSHS</i>
<i>Mike O'Malley</i>	<i>DEMA</i>
<i>A.J. Shall</i>	<i>DEMA</i>

*I. INTRODUCTION*

*DEMSOC members, staff and guests introduced themselves.*

*II. APPROVAL OF MINUTES*

*The minutes from the May 9, 2018 meeting were reviewed and approved.*

*III. PUBLIC HEALTH PREPAREDNESS UPDATE*

*Diane Hainsworth reported that tomorrow they have their Operational Readiness Review, in which the CDC comes in to review the Strategic National Stockpile plan. Family Preparedness Day is on September 20 at the Ag Museum in Dover. The Public Health Preparedness Symposium will be held on November 14, the focus is long-term power outage in the state.*

*IV. NEW BUSINESS*

*1) Opioid Update*

*Diane Hainsworth reported that they have been awarded full funding for the Crisis Response Grant. The focus of the grant will be to interact with first responders, to implement a system of care, to complete an inventory of efforts looking at what other state agencies as well as private agencies are doing in response to the opioid crisis. They are looking to identify what is working well and to expand in those areas.*

*She reported that they have received full funding for the Prevention for States Grant in which they will be engaging with medical providers as well as providing funding for websites such as Help Is Here. She also reported that they have been re-awarded the funding for the surveillance grant, which provides funds to continue to create the DMI report.*

*New staff have been hired to work with EMS providers and law enforcement in relation to Narcan.*

*VIII. OLD BUSINESS*

*1) Agency Reports*

**DSHS**

*Secretary Coupe reported that through their Statewide Interoperability Executive Council, they are looking to address an issue with Sussex Fire and EMS, as they go into Wicomico County in Maryland, their radios will not work as Wicomico recently upgraded their system. They are currently working on a solution to the issue. He reported that they are monitoring New Castle County's pager system,*

*as it is an older system that is starting to have some issues. They are working to establish funding to resolve the issue.*

*He reported that they continue to work with DPH, OEMS, DIAC and DFS on the DMI report; it is still an active project. They are looking to expand the project with additional tears of reporting.*

### **Ambulance Committee**

*Mike McMichael reported that they held their annual banquet and awards last Wednesday. He reported that they have a new president, Jason Capps. The upcoming meeting dates have been changed to Saturdays, the dates are 12/8, 3/9 and 6/8 9 am at the Delaware State Fire School.*

### **Healthcare Association**

*Wayne Smith reported that he has been in touch with the North Carolina Hospital Association; they may be sending some hospital staff to the state for relief as they recover from Hurricane Florence.*

### **EMSC**

*Maria Carmen Diaz reported that on October 11, they are having their next Pediatric Skills Course for providers; there are only four open seats left. She stated that their next advisory committee meeting is on November 20 in Dover.*

### **Medical Direction**

*Ross Megargel reported that the Board of Medical Licensure and Discipline approved the new standing orders. ALS protocols will go live November 5. He reminded everyone that the flu is here, and recommended that everyone get his or her flu shot.*

### **OEMS**

*Diane Hainsworth reported that through the HPP grant, they held a Trauma surge workshop, it was the first of a multi-year event. They are moving forward with the Partnership for OneHealth which is the integration between human medicine and animal medicine as there are several diseases that are zoonotic diseases.*

*The office is working on updating the Infectious Disease designated officer program. On October 30 they will be holding a roll-out event at the Clayton Fire Hall for designated officers to receive the new program and forms. There will be a train the trainer coming soon.*

*They have hired a new Stroke System Coordinator.*

**Public Health**

*Karyl Rattay reported that through the PDO grant they are working on looking at the way we prescribe opioids in the state, improving pain management, identifying patients with a substance abuse disorder in terms of primary care and academic detailing.*

*They are also working to better connect people into treatment more quickly, using peer counselors and improving quality of care.*

*They are very excited to begin the Overdose System of Care; they are aiming for the first meeting to be in December but may be January.*

*They have hired a new Medical Director for Public Health.*

*The flu season has begun; this is the earliest that the flu has begun since 2009.*

*They will be announcing their first West Nile Virus death.*

**New Castle County**

*Chief Tan reported:*

*Legislative Session: Chief Tan expressed appreciation on behalf of the county paramedic services for the assistance from DEMSOC and the member stakeholder groups in restoring the state paramedic reimbursement to 30% for the current fiscal year. It was the first time since the Statewide Paramedic Services Act of 1990 that the reimbursement rate has increased. The legislative session included a one-time grant to each of the paramedic services, and a review of the methodology for the Grant in Aid appropriation for state paramedic reimbursement. OEMS, the state Office of Management and Budget and Controller General Office are required to make a recommendation to the Joint Finance Committee by February 28, 2019. The issue with appropriating on the basis of the last complete fiscal year (2 fiscal years prior to the budget year) is that expenses have increased, making the appropriation insufficient for full 30%reimbursement of each county's actual expenses for delivery of paramedic services.*

*Recruitment: New Castle County is currently recruiting for another Paramedic Academy Class. The New Castle County Paramedics have been conducting extensive recruitment activities, including displays in the Christiana and Concord Malls. Several information sessions have also been scheduled to provide information regarding a career as a paramedic, the paramedic academy program, and the selection process. The closing date for submission of applications is October 8, 2018.*

*Promotional Process: New Castle County EMS is completing the promotional process to establish an eligibility list for Paramedic Sergeant. Paramedic Sergeant is the front line supervisory position within the New Castle County paramedic service. There is currently one vacant Paramedic Sergeant position.*

*Governor's Bill Signing: New Castle County EMS hosted the Governor's Bill Signing on September 10th for three pieces of legislation that included the bill authorizing the creation of an Overdose System of Care in Delaware.*

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*Resuscitation Academy: New Castle County EMS will be hosting their annual Resuscitation Academy on October 23-24, 2018 at the Embassy Suites in Newark. The two-day seminar provides information with practical application of techniques proven to improve sudden cardiac arrest survival. The New Castle County Paramedics invited nurse educators and administrators from the receiving hospitals to facilitate a smooth transfer of care during cardiac arrest cases. The program is available to EMS personnel, fire service personnel, and emergency department clinical staff at no cost to the participant.*

**DSP**

*Jason Baxley reported that they have purchased 500 trauma kits. The kits contain gloves, scissors, tourniquet, chest seal, trauma gauze and trauma bandage as well as narcotic handling kit.*

*They have purchased 800 tourniquets and belt worn holders which have been distributed to troopers.*

*They have one new trooper medic in the Del Tech program.*

*They have completed the RF process to purchase a new aircraft.*

**Practicing Paramedic**

*Dana Bowerson brought up the subject about medics having some form of hand-outs along with some information that they could give to overdose patients or their families. Diane Hainsworth reported that through the Crisis Response Grant as well as the First Responder Grant they will be meeting with EMS and law enforcement to discuss the topic. In the meantime, Dr. Rattay suggested the HelpIsHere cards be distributed to ALS & BLS as well.*

**DVFA**

*New president, Willard Betts reported that they have 42 firefighters in North Carolina to help with hurricane relief.*

**Fire Commission**

*They had their meeting yesterday. They accepted consent agreement from an EMT who was charged with a DUI, the EMT is on one year probation. Fourteen ambulances went through inspections. Protocols will go live in January. At the meeting they discussed when an ambulance goes out of service, who picks up the workload. As of now there is no plan in place, they are working to have a plan in place so that there is no interruption in service. He reported that GEM Ambulance was due to be online with DEMRS July 1, to date that have not complied, there is no data from them for the year. They have to until October 15 to comply or there will be a hearing.*

Sussex County

*Jeff Cox reported:*

Sussex County EOC

*Personnel: The Sussex County EOC currently has no vacancies.*

*CAD System: Their CAD Mobile interface has experienced a significant upgrade with another in process. This more streamlined and responsive system has been a big hit with the staff. Coming soon will be the mobile CAD interface integrated on cellphones of supervisory and administrative staff.*

*Weather: They are entering the busy hurricane season.*

Sussex County EMS

*Personnel: They currently have one vacancy and one staff member on a year-long military deployment. They are holding interviews later this month and have twelve applicants. They anticipate hiring two of the applicants. They continue to recruit out-of-state candidates from local and regional training centers as well as in-state graduates from Del Tec (DTCC). SCEMS would like to acknowledge the quality of the DTCC students of late and thank DTCC for their hard work.*

*Opioids and Narcan: Their data continues to show an increasing issue with opioid addiction and overdose. Their SCEMS data for Narcan administration demonstrates that as ALS they are administering less Narcan but peace officer and BLS Narcan administrations are on the rise. They have entered into a MOU with the Office of EMS to teach empathy with the addicted, back to the basics and peace officer Narcan education. To date they have taught 17 classes.*

*AHA 2018 Mission Lifeline Award: SCEMS has been awarded the Mission LifeLine Gold Plus award this year by the American Heart Association. Although most criteria had a benchmark of 75%, they far exceeded these benchmarks with SCEMS performance in excess of 90% compliance. This year's submission required stroke data. Although they were awarded Gold, they realized there were areas in which they needed to improve. This has been accomplished through staff education and improvements in documentation best practices. Ongoing evaluation suggests that SCEMS will now far exceed the standards in anticipation of the 2019 application submission.*

*Clinical Benchmarking: SCEMS has embarked on an initiative aggressive clinical benchmarking. As they grow more comfortable with writing reports in Elite, they have started to benchmark numerous areas of care. These are currently centered around stroke, STEMI, response modes to scene and hospital, trauma and airway management. Once they establish our baseline, they educate the paramedics, share the current and desired goals and they have appreciated improvement in all benchmarks studied. They benchmark higher than national averages in all areas observed.*

*Mobile Integrated Healthcare (MIH): SCEMS and Beebe Health have received approval to move forward with our COPD MIH program by the Board of Medical Licensure and Discipline and the ALS Standards committee. They have been instructed to create a MOU with the Office of EMS, Beebe Healthcare and SCEMS. This is now in process with an anticipated completion within 90 days.*

*They are moving forward with the training program for the MIH staff in October in anticipation of a completed MOU.*

*Accreditation: SCEMS has started our CAAS accreditation initiative and expect to request a site visit by the end of FY19. They estimate that we are 60% complete with the application. This process has created policy and operational change for the better.*

*Public Safety Headquarters: They have received county approval to begin architectural and site planning for a public safety headquarters. It is being planned as a 50-year building built with the future in mind. They have started initial meetings with the architects for brainstorming and initial idea sessions.*

*West-side Reconfiguration: Initial data from their west-side reconfiguration demonstrates reduced response times to all west-side fire companies affected by the re-alignment. Architectural and site planning is underway for construction of the new west-side Medic 110 and EMS200 supervisor station just north of Seaford. Their GIS and response data targeted this area as the best possible location for the new station. They anticipate further reduced response and back-up unit times once this move is completed in approximately 18 months.*

*ImageTrend Elite: SCEMS implemented the QA module of their reporting system. Their entire peer and quality division reviews are now handled through Elite. Each major patient category such as STEMI, stroke, trauma, respiratory and others now has specific quality improvement benchmark questions that guide the reviewer through the process and collect data as to performance. They have also created a variance system within Elite to allow staff to document deviations of care, issues, complications or anything else they wish to self-report.*

## VIII. PUBLIC COMMENT